

14 FAH-5 H-220 DPO PERSONNEL

*(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-221 DPO SUPERVISORS

(CT:DPO-1; 11-14-2013)

Diplomatic Post Office (DPO) mail supervisory personnel (who may be locally employed staff) must:

- (1) Check the mailroom daily to ensure that the mail is handled correctly and promptly;
- (2) Ensure employees know which publications and displays are required and how to obtain them;
- (3) Assign only one mail delivery receptacle per person (the sponsor and their dependents are considered to be one person);
- (4) Must ensure that an adequate supply of key-lock cylinders is retained, where key-type receptacles are installed;
- (5) Change key-lock cylinders or combinations before reissuing receptacle; and
- (6) Conduct monthly checks for excessive mail accumulation, old mail, or non-use.

14 FAH-5 H-222 DPO MAIL CLERKS

(CT:DPO-1; 11-14-2013)

DPO mail clerks (who may be locally employed staff) must:

- (1) Comply with local Standard Operating Procedures (SOP) covering mail security and processing;
- (2) Cancel postage stamps in the presence of mailer;
- (3) Deliver personal mail only to addressee, authorized agent or individual receptacles;
- (4) Label the rear of each assigned receptacle to identify the box holder;
- (5) Notify customers of articles received that are too large to fit in receptacle;
- (6) Monitor receptacles for customers who are temporarily absent; and
- (7) Check receptacles for excessive mail accumulation, old mail or non-use.

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